

Role Description

Solution Architect



Customer Service

Cluster	Customer Service
Department/Agency	Department of Customer Service
Division/Branch/Unit	Various
Classification/Grade/Band	Clerk Grade 9/10 and ServiceNSW Award Grade 9/10
ANZSCO Code	261313
PCAT Code	1226468
Date of Approval	January 2020

Commented [JV1]: To be confirmed

Primary purpose of the role

Responsible for the design and communication of the overall vision and high-level structures to enable and guide the transformation of the vision through the design, development and execution of integrated solutions that are aligned to the Enterprise Architecture plan and meet the current and future needs of the business. The role provides comprehensive guidance on the development of, and modifications to, solution components to ensure they take account of relevant architectures, strategies, policies, standards and practices (including security) and that existing and planned solution components remain compatible.

Key accountabilities

- Review, interpret and respond to detailed business requirements specifications (BRS) to ensure alignment between customer expectations and current or future ICT capability and the strategic plan
- Provide input to the strategic direction of technology investments to assist in the development of the enterprise architecture and maximise the return on technology investment
- Define and design technology solutions to assist the business in meeting their business objectives including technology solutions and changes to service, process and/or operating models
- Develop, test and implement technology solutions and report on delivery commitments to ensure solutions are implemented as expected and to agreed timeframes
- Design and delivery projects from inception through functional analysis of developing requirements, the approval process for business case development, project execution and operational handover to align technological solutions and transform the processes and systems to meet emerging business requirements
- Collaborate with business units and technical experts to develop business requirements specifications to ensure alignment between customer expectations and current or future ICT capability

Key challenges

- Identifying system, infrastructure and project interdependencies while balancing competing demands to ensure project deliverables are achieved
- Assessing emerging technologies, the relevance and potential impacts (both threats and opportunities) upon business enablers, cost, performance and sustainability while maintaining the integrity of the service
- Managing complex and sensitive consultations and negotiations with diverse stakeholders, within agreed timelines, given their varying expectations, viewpoints and interests

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> Inform manager about agreed ICT architecture including Services Orientated Architecture (SOA) Escalate issues, keep informed, advise and receive instructions
Work team	<ul style="list-style-type: none"> Work collaboratively to contribute to achieving multiple team's business outcomes Participate in meetings to obtain the work group perspective and share information Engage with the Enterprise Architect to align technology solutions with the enterprise architecture plan Engage with Developers, providing a key link between the needs of the business and the developing solution
Clients/customers	<ul style="list-style-type: none"> Resolve and provide customer focused solutions to issues Develop and document solution requirements
External	
Customers/Stakeholders	<ul style="list-style-type: none"> Develop and maintain effective working relationships and open channels of communication Engage in, consult and negotiate the development, delivery and evaluation of projects Manage expectations and resolve issues Contribute to a client-focused approach to service delivery
Vendors / Suppliers	<ul style="list-style-type: none"> Evaluate options for solutions and services Incorporate external requirements and features in solution designs

Commented [TM2]: Please confirm if any external customers outside vendors/suppliers, if not delete.

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their Manager. It refers to a Managers' decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes. This role submits reports, business cases and other forms of written advice with minimal input from the manager.

Reporting Line

TO BE ADDED

Direct reports

TO BE ADDED

Commented [JV3]: To be added by the Business Unit

Budget/Expenditure

As per the Customer Service Delegations

Essential requirements

Tertiary qualifications within a relevant business discipline and/or demonstrated relevant working experience in a similar role/industry





Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at www.psc.nsw.gov.au/capabilityframework/ICT

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Intermediate
	Manage Self	Adept
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Intermediate
	Technology	Advanced
	Procurement and Contract Management	Intermediate
	Project Management	Adept

Commented [JV4]: People Management capabilities to be added if the role has direct reports

Occupation / profession specific capabilities		
Capability Set	Category, Sub-category and Skill	Level and Code
	Strategy & Architecture – Technical Strategy & Planning Solution Architecture	Level 5 - ARCH
	Development & Implementation – Systems Development Systems Design	Level 5 - DESN
	Strategy & Architecture – Advice & Guidance Specialist Advice	Level 5 - TECH
	Strategy & Architecture – Technical Strategy & Planning Emerging Technology Monitoring	Level 5 - EMRG
	Relationships & Engagement – Stakeholder Management Relationship Management	Level 5 - RLMT

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Adept	<ul style="list-style-type: none"> Look for and take advantage of opportunities to learn new skills and develop strengths Show commitment to achieving challenging goals Examine and reflect on own performance Seek and respond positively to constructive feedback and guidance Demonstrate a high level of personal motivation
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> Tailor communication to the audience Clearly explain complex concepts and arguments to individuals and groups Monitor own and others' non-verbal cues and adapt where necessary Create opportunities for others to be heard Actively listen to others and clarify own understanding Write fluently in a range of styles and formats
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> Support a culture of quality customer service in the organisation Demonstrate a thorough knowledge of the services provided and relay to customers Identify and respond quickly to customer needs Consider customer service requirements and develop solutions to meet needs Resolve complex customer issues and needs Co-operate across work areas to improve outcomes for customers
Results Think and Solve Problems	Advanced	<ul style="list-style-type: none"> Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • Work through issues, weigh up alternatives and identify the most effective solutions • Take account of the wider business context when considering options to resolve issues • Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements • Implement systems and processes that underpin high quality research and analysis
Business Enablers Technology	Advanced	<ul style="list-style-type: none"> • Show commitment to the use of existing and deployment of appropriate new technologies in the workplace • Implement appropriate controls to ensure compliance with information and communications security and use policies • Maintain a level of currency regarding emerging technologies and how they might be applied to support business outcomes • Seek advice from appropriate technical experts to leverage information, communication and other technologies to achieve business outcomes • Implement and monitor appropriate records, information and knowledge management systems protocols, and policies
Business Enablers Project Management	Adept	<ul style="list-style-type: none"> • Prepare clear project proposals and define scope and goals in measurable terms • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Prepare accurate estimates of costs and resources required for more complex projects • Communicate the project strategy and its expected benefits to others • Monitor the completion of project milestones against goals and initiate amendments where necessary • Evaluate progress and identify improvements to inform future projects

Occupation specific capability set (Skills Framework for the Information Age – SFIA)

Category and Sub-Category	Level and Code	Level Descriptions
Strategy & Architecture Technical Strategy & Planning	Level 5 - ARCH	SOLUTION ARCHITECTURE - Leads the development of solution architectures in specific business, infrastructure or functional areas. Ensures that appropriate tools and methods are available, understood and employed in architecture development. Within a change programme, leads the preparation of technical plans and, in liaison with business assurance and project staff, ensures that appropriate technical resources are made available. Provides advice on technical aspects of solution development and integration (including requests for changes, deviations from specifications, etc.) and ensures that relevant technical strategies, policies, standards and practices (including security) are applied correctly.
Development & Implementation Systems Development	Level 5 - DESN	SYSTEM DESIGN - Adopts and adapts appropriate systems design methods, tools and techniques selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches, and ensures they are applied effectively. Designs large or complex systems. Undertakes impact analysis on major design options and trade-off. Makes recommendations and assesses and manages associated risks. Reviews others' systems designs to ensure selection of appropriate technology, efficient use of resources, and integration of multiple systems and technology. Ensures that the system design balances functional and non-functional requirements. Contributes to development of systems design policies and standards and selection of architecture components.
Strategy & Architecture Advice & Guidance	Level 5 - TECH	SPECIALIST ADVICE - Actively maintains recognised expert level knowledge in one or more identifiable specialisms. Provides definitive and expert advice in their specialist area(s). Oversees the provision of specialist advice by others, consolidates expertise from multiple sources, including third party experts, to provide coherent advice to further organisational objectives. Supports and promotes the development and sharing of specialist knowledge within the organisation.